



Contract Excellence Program Fact Sheets

State of Washington

Department of Community, Trade and Economic Development

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Contract Excellence

Making contracting at CTED "enterprise-wide" to enhance quality

Purpose

The purpose of the Contract Excellence Project is to: 1) improve program performance, accountability, responsiveness to CTED's customers and 2) reduce CTED's risk through effective contract management.

The agency passes through 92.4 percent of its budget to outside entities. At any given moment there are about 3,500 active contracts and loans to be managed. Quality contracting is the most central process the agency has.

The Contracts Excellence Workgroup, tasked with building a CTED enterprise-wide contracts management system characterized by: A common contracts database; policies and procedures; and centralized resources (e.g., contracts specialist, best practice guidelines, boilerplate language, contracting tools, training) on which programs can rely.

In collaboration with OFM, CTED joined the Dept. of Ecology to be the first customers of a statewide enterprise system for grants, contracts and loans management under the Roadmap Project.

Goals for this biennium's work include:

- Business Process Redesign: Identify an improved business process to share in common
- Feasibility Phase: Identify alternative solutions for an enterprise system and select the one that provides the most benefit to Washington State. Identify phase one implementation for this biennium
- Phase One Implementation: Implement phase one of the alternative chosen in the Feasibility Phase

Fast Facts

- An enterprise-wide contracts management system is mission-critical to CTED since it currently manages over \$1.2 billion of its annual budget through grants, contracts, loans and other agreements.
- The system will consist of: (1) core, statewide functions, with those operations administered and funded through OFM; and (2) coordinated agency-unique functions to be administered and funded by each participating agency.

For More Information

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Authorizing Info

CTED Director Juli Wilkerson chartered the Contracts Excellence Workgroup in March 2005.

Expected Results and Services

The cost of consultants for the Business Process Redesign in November and December 2005 will be funded by OFM. Consultant costs to conduct the Feasibility Study from January through March 2006 will be funded by CTED and Ecology. Additional funds for a phase one implementation will be provided by an approved joint budget decision package.

Representatives from CTED, OFM and the departments of Ecology and Information Services identified the following expected outcomes:

- Support business programs to make better decisions with more complete data
- Support the accomplishment of measurable results by providing tools for those doing the work and data for reviewers and policy makers
- Provide consistency in contract content with each contractor
- Support administrators in knowing an agency's and the state's total commitments
- Improve the state's ability to serve customers through such services as electronic payment, tracking of submittals, and single portals for application
- Eliminate shadow systems: employees will recognize what processes we share
- Improve disaster recovery and system/data backup as an enterprise system
- Reduce effort through electronic creation of documents, eliminating duplicative data entry and providing on-line sharing of data and approvals
- Support the Roadmap Project objectives of business process transformation, an integrated architecture that allows new components to fit with current systems and accommodate agency-unique extensions where necessary; and supports measurement of significant business process change values

Schedule

Business Process Redesign: November 2005 _ December 2005

Feasibility Phase: January 2006 _ March 2006

Implementation of Phase One: March 2006 _ June 2007